Memorandum

To: Finance Committee

From: Ivan Guillen, Regional Operations Manager

Thru: Anthony J. Mortillaro, Interim Executive Director

CC:

Date: June 16, 2011

Re: **NCRTD Para-Transit and Demand-Response Service Policy**

Background

Staff has reviewed the existing para-transit and demand-response service practices and compared them to the existing NCRTD policy and federal regulations. The document before you accurately reflects both the federal regulations and current practices. The following modifications were made to the document:

- Reference is made to the Code of Federal Regulations that governs the service.
- Specifically stated that para-transit service is available in the same area as demand-response service.
- Delineated routes that are subject to the three-quarter mile rule.
- Specifically stated that all certified passengers ride free within three-quarter of a mile of a fixed route.
- Inserted language that requires passengers to advise dispatch that a personal care attendant will be riding.
- Eliminated complimentary passes.
- Accurately indicated times and days of service.
- Eliminated language to allow only service animals to be transported.
- Created Section VIII, specifically addressing demand-response service policy.

Recommendation: Staff recommends that the Finance Committee send the para-transit and demand-response to the full NCRTD Board of Directors with a do-pass recommendation.

Attachments: Proposed Para-transit, Demand-Response Service Policies and Procedures ADA Para-transit Application